



Docket No.: 1330.1024D

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

M. HANAGAN, et al.

Serial No. 10/667,335

Group Art Unit: 3627

Confirmation No. 9288

Filed: September 23, 2003

Examiner: Unassigned

For: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM

PRELIMINARY AMENDMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

Before examination of the above-identified application, please amend the application as follows:

IN THE SPECIFICATION:

The specification as amended below with replacement paragraphs shows added text with underlining and deleted text with ~~striethrough~~.

Please REPLACE the paragraph beginning at page 8, line 8, with the following paragraph:

--Figures 7a-7d, 8a-8i and 9a-9f depict object models.--

AMENDMENTS TO THE DRAWINGS:

The drawings are amended as described below by presenting replacement figures as attached hereto.